

CountyCare Update

Prepared for: CCH Managed Care Committee

James Kiamos

CEO, CountyCare

June 20, 2019



Board Metrics



Current Membership

Monthly membership as of June 5, 2019

Category	Total Members	ACHN Members	% ACHN
FHP	211,433	18,217	8.6%
ACA	71,129	13,188	18.5%
ICP	29,488	6,050	20.5%
MLTSS	5,836	0	N/A
Total	317,886	37,455	11.8%

ACA: Affordable Care Act

FHP: Family Health Plan

ICP: Integrated Care Program

MLTSS: Managed Long-Term Service and Support (Dual Eligible)



Managed Medicaid Market

Illinois Department of Healthcare and Family Services April 2019 Data

Managed Care Organization	Cook County Enrollment	Cook County Market Share
*CountyCare	316,715	31.6%
Blue Cross Blue Shield	233,071	23.3%
Meridian (a WellCare Co.)	232,646	23.2%
IlliniCare (a Centene Co.)	108,519	10.8%
Molina	66,113	6.6%
*Next Level	44,918	4.5%
Total	1,001,982	100.0%

* Only Operating in Cook County

Meridian and WellCare (dba Harmony) merged as of 1/1/2019. Pending Merger with Centene (dba IlliniCare)



2019 Operations Metrics: Claims Payment

		Performance		
Key Metrics	State Goal	Feb	Mar	Apr
Claims Payment Turnaround Time & Volumes				
% of Clean Claims Adjudicated < 30 days	90%	96.3%	98.2%	97.3%
% of Claims Paid < 30 days	90%	62.6%	48.3%	84.6%
Total Claims Adjudicated	N/A	440,147	365,333	454,873

2019 Operations Metrics:

Overall Care Management Performance

		Performance		
Key Metrics	Market %	Feb	Mar	Apr
Completed HRS/HRA (all populations)				
Overall Performance	40%	58.1%	61.1%	62.3%
Completed Care Plans on High Risk Members				
Overall Performance	65%	63.9%	60.6%	60.3%

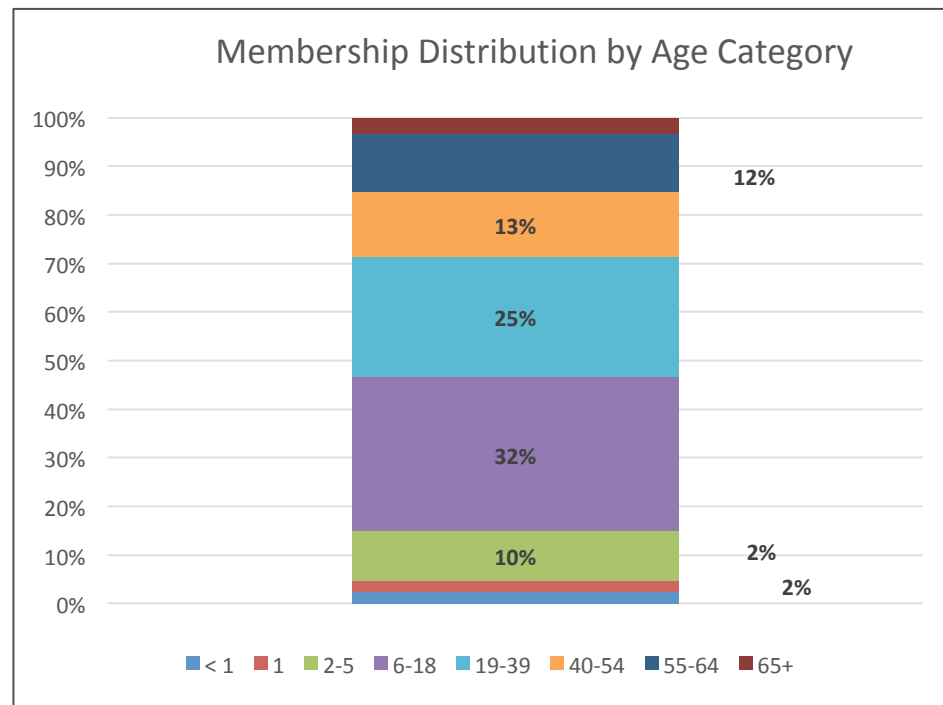
CountyCare's high risk percentage exceeds the State's requirement of 2% for Family Health Plan and 5% for Integrated Care Program



Overall Member Age Distribution

Average Age = 27.0 years

Age Category	Membership
< 1	
1	7,840
2-5	7,989
6-18	33,764
19-39	105,266
40-54	82,541
55-64	44,349
65+	39,767
	10,839



ACA Member Age Distribution

Age Category	Membership
19-39	34,228
40-54	22,047
55-64	23,050
65+	874

Average Age = 42.7 years

ACA: Affordable Care Act

Acuity Profile of CountyCare Membership

PROVIDER GROUP	CDPS RISK SCORE
Access FQHC	0.98
Apogee IPA	1.01
Cook County Health	1.34
Cook County PCP Group	1.02
Century PHO	0.87
Medical Home Network	1.08
* Oak Street Health	2.55
Other Non FQHCs	1.03
Other FQHCs	1.06
AMITA Health	0.93
OVERALL	1.08

* ICP only

Chronic Illness and Disability Payment System (CDPS), developed by the University of California, San Diego. CDPS is used as a tool for Medicaid programs to help develop health based capitated payment rates. It uses diagnosis codes and NDC codes derived from medical and pharmacy claims data to develop chronic disease classifications and risk factors.



Domestic Spend



Background on Domestic Spend Strategy

- Majority of hospital spend for CountyCare members is non-domestic
- CountyCare and CCH set target of \$86M and initiatives were created (Centers of Excellence) to increase domestic spend
- CountyCare and CCH identified surgical procedure categories to further evaluate and quantify clinical and financial opportunity
- Centers of Excellence (CoEs) can be created within CCH for procedure categories with opportunity

Focus of CoE so far

Non-Domestic cases identified as potentially redirectable to CCH

Procedure Category	Annualized Potential Redirectable Cases		
	Admits	Procedures	Paid
Expanded ENT	129	5,259	\$10,401,141
Cardiac Surgery	121	400	\$8,077,830
Neck & Back Surgery	164	296	\$5,086,323
Elective Gynecology	215	4,487	\$4,958,598
Bariatric	248	586	\$4,698,560
Total Joints	288	288	\$4,670,704
Craniotomy	90	253	\$4,172,278
Hepatobiliary	40	112	\$4,130,559
Ophthalmology	15	2,653	\$3,823,260
Colon & Small Intestine Surgery	92	206	\$3,565,478
Thoracic	60	150	\$3,343,159
AAA	16	16	\$1,615,465
Lower Extremity Revascularization	40	237	\$1,411,531
Urology	78	326	\$1,181,334
Breast Surgery	20	244	\$1,094,718
Gynecologic Oncology Surgery	13	24	\$309,263
Pancreatic Surgery	8	13	\$160,246
Carotid Artery Vascular Procedures	4	8	\$66,751
Podiatry			
Non-Trauma Related Orthopedics			
Grand Total	1,641	15,559	\$62,767,199

Observations

- 18 procedure categories have been analyzed thus far
- Top 5 categories are > 50% of spend
- Many categories can expand on existing programs at Stroger
- Majority of categories show at least \$1M in opportunity
- Also exploring newly covered HFS benefits

Paid dollars do not reflect hyper rate

Prioritizing and Aligning the Opportunities



- | | | |
|--|---|---|
| <ul style="list-style-type: none">• Impact on 2019 performance• CCH can create capacity• Single-source is feasible | <ul style="list-style-type: none">• Impact on 2020 performance• CCH can budget for and/or create capacity• Can recruit necessary physicians | <ul style="list-style-type: none">• Impact on 2021+ performance• CCH build capabilities (service line or new program)• Explore partnerships |
|--|---|---|

Redetermination



April 2019 Redetermination Outcomes

CountyCare Provider	Members Retained	Members Termed	Grand Total	Target 80%	Current Month Success	Prior Month Success
Access FQHC	1,422	449	1,871	80%	76.0%	76.4%
Medical Home Network	5,168	1,679	6,847	80%	75.5%	76.7%
Century PHO	141	40	181	80%	77.9%	73.6%
Apogee IPA	512	190	702	80%	72.9%	70.0%
AMITA Health	814	250	1,064	80%	76.5%	75.9%
Cook County Health	1,479	719	2,198	80%	67.3%	70.6%
Oak Street Health	31	14	45	80%	68.9%	58.8%

Standard State Redetermination Activities

- Mail client a redetermination packet to address on file
 - Client has 30 days to respond or loses coverage
- Centralized phone line for clients to call and check status
 - Clients report long hold times
 - Clients unable to complete the redetermination over the phone
- IDHS mails client notice of the determination
 - No standard turnaround time

CountyCare's Redetermination Efforts (I/II)

CountyCare Collaboration Efforts	Techniques
Stroger Family Community Resource Center (State of IL named facility but located in Maywood, IL)	<ul style="list-style-type: none">• Provide on-demand electronic rede forms, case status and clarification• Update member demographics
CCH Medicaid Application Assistance Call Center	<ul style="list-style-type: none">• 312-864-REDE – obtain rede status, forms, real-time completion of rede on ABE “Manage My Case,” submit demographic changes• Email option for providers and care coordination
Monthly Redetermination Events	<ul style="list-style-type: none">• 2 per month, held throughout Cook County
Electronic Communications	<ul style="list-style-type: none">• Text and email messaging to members<ul style="list-style-type: none">○ Rede Reminders○ Invites to Rede Events
CountyCare PBM	<ul style="list-style-type: none">• POS Messaging to members

CountyCare's Redetermination Efforts (II/II)

CountyCare Collaboration Efforts	Techniques
Care Coordination Entities	<ul style="list-style-type: none">• Account flag• Ability to pull monthly lists• Provided training and outreach guidance
Evolent Health – TPA for CountyCare	<ul style="list-style-type: none">• Welcome calls• Account flag• Provider rep engagement
CountyCare Providers	<ul style="list-style-type: none">• REDE date listed on eligibility file• Provided training and outreach guidance
Provider Metrics	<ul style="list-style-type: none">• Monthly comparison scorecard

Auto-assignment



Auto-assignment

- For members that do not choose an MCO
- MCO Auto-assignment based on RFP bid pricing band
- Codified in each MCOs contract with IL HFS
- Has been changed twice in 2019, outside of plan performance metrics, disadvantaging CountyCare
- “in interest of promoting program effectiveness” contract language cited in letter from IL HFS

2019 Auto-assignment Changes

	1/1/2018	* 4/1/2018	** 4/1/2019	** 7/1/2019
CountyCare	27.5%	38.0%	35.0%	35.0%
Next Level	9.0%	12.0%	22.5%	35.0%
***Harmony	27.5%	0.0%	0.0%	n/a
IlliniCare (Centene)	18.0%	26.0%	22.5%	8.0%
Meridian	9.0%	12.0%	10.0%	6.0%
Molina	9.0%	12.0%	10.0%	8.0%
**** Blue Cross	0.0%	0.0%	0.0%	8.0%

* 2018 Contract auto-assignment starts

** Changes not related to plan performance

*** Under sanction then folded into Meridian

**** Sanction removed 7/1/2019



Market Update



BCBSIL Blue Door Neighborhood Center

(no CCH affiliation)

- Free wellness classes with a focus on nutrition and health conditions, such as diabetes, asthma, heart disease and behavioral health
- Information to help residents better use their health insurance benefits
- Connection with community resources that provide access to food or transportation services
- Help with care coordination
- No direct delivery of care in Illinois

